



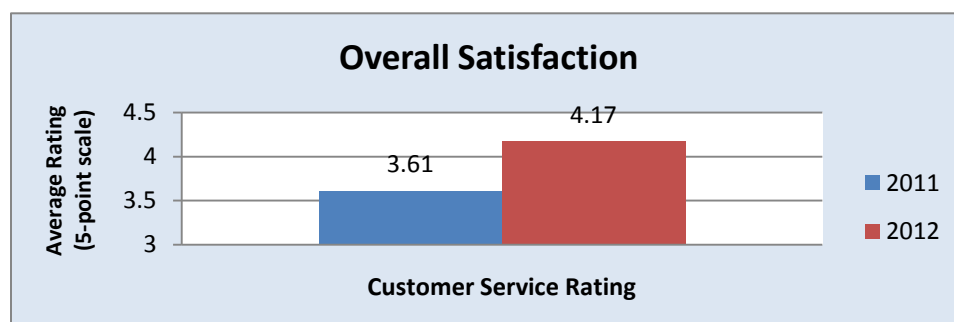
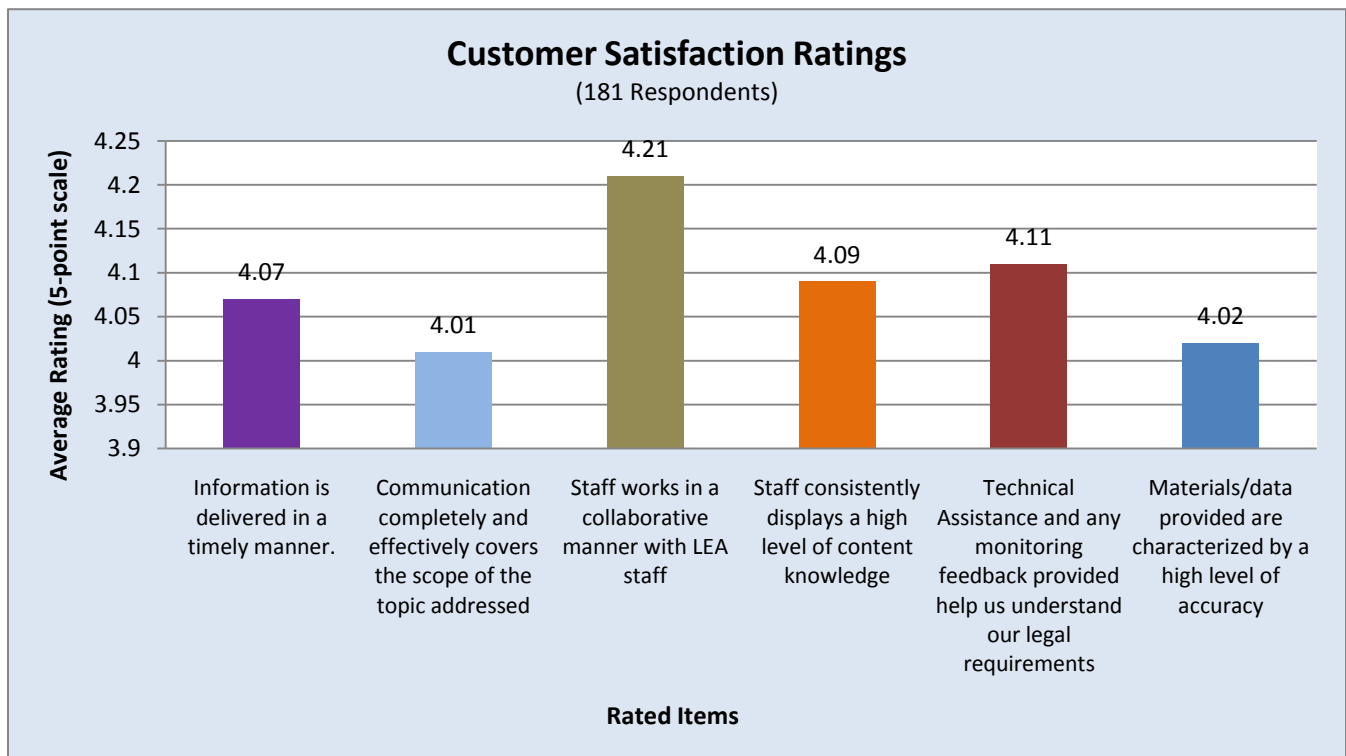
State of Arizona
Department of Education

June 7, 2012

Dear Colleagues,

Thank you for taking the time from your busy schedules to respond to the Exceptional Student Services annual survey. In appreciation, we want to provide you a summary of the results and the next steps ESS plans to take to address these results. The survey was sent out to 877 school districts and charter schools, with a 21% *response rate*. *After careful review and discussion of your feedback, we've defined strategies to improve areas specifically noted in scores and comments.*

These include: posting on our website an updated Frequently Asked Questions document in an effort to provide accurate information in a timely manner; improving the consistency of our technical assistance provided around the state; and enhancing our communications methods to include a greater use of electronic formats. Because customer feedback is so important to us, the Exceptional Student Services also will work to increase next year's survey response rate to 30%. Here's how you rated our services:



Thank you again for your partnership, support and commitment to Arizona's students. We look forward to serving you in the future.

Sincerely,

The Exceptional Student Services Team Members

